



# At Work

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[www.norfolk.gov/utilities](http://www.norfolk.gov/utilities)

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## Utilities is host agency for AARP Foundation work program

### ***SCSEP benefits the employee and the department at no cost to the City***



*David Masucci works on special customer service projects at Utilities, thanks to the AARP work program.*

It's a story being repeated often nowadays. After years of striving to become top-notch in his job, David Masucci was replaced by technology — more specifically, the internet.

As a college financial aid counselor, David made housecalls, helping families work within the Federal laws to find the available funds to send their children to college. Sometimes he found the money to fund the entire cost of four years of books and tuition.

This was a good business for David and his one employee. They not only made a living for themselves, but they helped others, as well.

As the internet began offering more and more information, however, people stopped using David's services and began researching financial assistance for themselves. His Philadelphia-based business steadily lost customers, and he found himself with the desire to work, but without the technological skills to keep up in the marketplace.

Thanks to the Senior Community Service Employment Program (SCSEP), a work training program administered by the American Association of Retired Persons (AARP) and funded by the U.S. Department of Labor, David now is working for the Department of Utilities, assisting with special projects related to customer service.

"I'm not just employed, I'm gaining valuable customer

service and computer skills, as well," said David.

SCSEP is a work training program for eligible job seekers age 55 and over. The program helps participants gain skills and work experience so they can successfully compete in the job market.

SCSEP pays the participant's wages, which vary and are limited to 20-hour work weeks, and it pays Workers Compensation insurance. The host agency, in this case the Department of Utilities, provides on-site training and supervision. This is truly a win-win situation as David is employed and the Department gets the extra manpower to expand or refine its services, at no cost to the City.

The goal is full-time employment for each of the participants.

"David could not have come to us at a better time," said Customer Service Manager Nikki Riddick. "Two of our financial assistants have shifted temporarily from our call center to Information Technology to help set up our new billing and information system, Norstar. David is here to fill in for one of them, so we don't need to hire through a temporary service."

Marc Sawyer, Utilities Customer Service Supervisor, is impressed with the program, and David, and how both have benefitted Utilities in just the short time he's been here.

"Right now, David, is researching information for our upcoming customer service survey," Marc said. "Besides talking to survey professionals, he is also bringing in an outside view that we needed to enhance services to our customers."

According to Marc, David can look at various situations as a consumer and offer customer service ideas from that perspective.

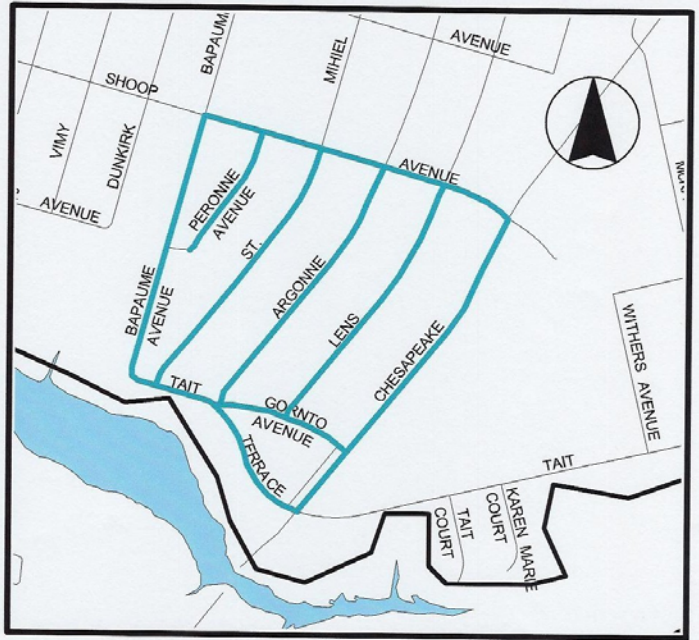
"His being here has given us the opportunity to work on some projects that otherwise we would have had to delay," Marc continued. "We are very glad to have him with us."

## Utilities CIP Update

### Fairmount Park, Phase 4 **Water and sewer upgrades**

Construction of the Fairmount Park Phase 4 Water & Sewer Upgrade began in January and about 5% of the job is complete. This project will replace all the sanitary sewer mains, and the water mains where necessary, in the section of Fairmount Park outlined in the map at right.

Estimated at \$7.8 million, the upgrades will improve water utility services to 200 residences in the area.♦



#### Work Program, from front page

And David appreciates his “host”, as well.

“I thank God for the opportunity to be working again. What makes it even better is working for the Department of Utilities Water Accounts division. The people I work with, and even those that I don’t, are so friendly and helpful. That makes this a most enjoyable work experience.”

Host agencies for SCSEP participants are expected to:

- Provide appropriate training and supervision throughout the assignment;
- Provide a safe work environment;
- Sign time sheets at the end of each bi-weekly pay period;
- Periodically evaluate participants’ performance and provide feedback to the SCSEP project director on their progress;
- Consider qualified SCSEP participants who apply for permanent positions at the agency when and if they become available.

Businesses or City departments interested in becoming host agencies for SCSEP can get more details about the program by visiting [www.aarp.org/scsep](http://www.aarp.org/scsep).♦

An advertisement for Tap Water quality. It features a close-up of a water bottle being filled from a faucet. The word "quality" is written in a blue script font. The text "For \$1.00 you can buy ONE bottle of designer water OR refill a 20 oz. sports bottle from any Norfolk faucet 736 times. That's filling up once a day for more than 2 years!" is displayed. The logo "Norfolk PURE" is in the bottom right corner.

quality

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for more than 2 years!

Norfolk  
PURE



### Water-Saving Device #37 – Wrench

Grab a wrench and fix that leaky faucet. It's simple, inexpensive, and can save up to 140 gallons a week.

**There are a number of ways to save water, and they all start with you**

